


<b>Firstsource Solutions Limited</b> <b>AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER ENDED JUNE 30, 2014</b> (Rs. in millions, except per share data and per equity data)				
Particulars	Quarter ended June 30,	Quarter ended March 31,	Quarter ended June 30,	Year ended March 31,
	2014	2014	2013	2014
	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income from operations</b>				
Income from operations	7,619.34	8,063.43	7,234.29	31,270.23
Other operating income, net	(63.30)	(101.39)	(43.07)	(211.47)
<b>Total income from operations</b>	<b>7,556.04</b>	<b>7,962.04</b>	<b>7,191.22</b>	<b>31,058.76</b>
<b>Expenses</b>				
Employee benefits expense	5,074.92	5,395.38	4,922.20	21,294.05
Depreciation and amortisation	175.46	181.01	181.66	757.02
Other expenses	1,550.69	1,577.58	1,463.44	6,143.46
<b>Total expenses</b>	<b>6,801.07</b>	<b>7,153.97</b>	<b>6,567.30</b>	<b>28,194.53</b>
<b>Profit from operations before other income and finance costs</b>	<b>754.97</b>	<b>808.07</b>	<b>623.92</b>	<b>2,864.23</b>
Other income	(10.25)	(10.15)	19.25	20.04
<b>Profit from ordinary activities before finance costs</b>	<b>744.72</b>	<b>797.92</b>	<b>643.17</b>	<b>2,884.27</b>
Finance costs	183.73	197.83	213.42	851.47
<b>Profit from ordinary activities before tax</b>	<b>560.99</b>	<b>600.09</b>	<b>429.75</b>	<b>2,032.80</b>
Tax expense	27.85	10.37	20.13	100.89
<b>Net profit from ordinary activities after tax</b>	<b>533.14</b>	<b>589.72</b>	<b>409.62</b>	<b>1,931.91</b>
Minority Interest	0.66	1.25	(0.85)	2.29
<b>Net profit after tax and minority interest</b>	<b>532.48</b>	<b>588.47</b>	<b>410.47</b>	<b>1,929.62</b>
Paid-up Equity Share Capital (Face Value of Share Rs. 10)	6,614.21	6,597.35	6,581.74	6,597.35
Reserves excluding Revaluation Reserve	-	-	-	14,316.86
Earning Per Share (Rs.) : (Not Annualized)				
-Basic	0.81	0.89	0.62	2.93
-Diluted	0.77	0.86	0.61	2.82
<b>Particulars of shareholding</b>				
Public shareholding				
- Number of shares of Rs. 10	287,444,765	285,758,203	284,197,078	285,758,203
- Percentage of shareholding	43.46%	43.31%	43.18%	43.31%
Promoters' and promoter group shareholding				
a) Pledged/ Encumbered				
- Number of shares	-	-	-	-
- Percentage of shares (as a % of the total shareholding of promoter and promoter group)	-	-	-	-
- Percentage of shares (as a % of the total share capital of the company)	-	-	-	-
b) Non-encumbered				
- Number of shares	373,976,673	373,976,673	373,976,673	373,976,673
- Percentage of shares (as a % of the total shareholding of promoter and promoter group)	100.00%	100.00%	100.00%	100.00%
- Percentage of shares (as a % of the total share capital of the company)	56.54%	56.69%	56.82%	56.69%
<b>Notes to financials results :</b>				
1. The above results were reviewed by the Audit Committee on July 31, 2014 and adopted by the Board of Directors at their meeting held on August 01, 2014. The standalone financial results for the quarter ended June 30, 2014 are available on the Company's website ( <a href="http://www.firstsource.com">www.firstsource.com</a> ) and the websites of BSE ( <a href="http://www.bseindia.com">www.bseindia.com</a> ) and NSE ( <a href="http://www.nseindia.com">www.nseindia.com</a> ).				
2. The financial statements of the Parent Company and its subsidiaries have been consolidated on a line-by-line basis by adding together the book values of like items of assets, liabilities, income and expenses, after eliminating intra-group balances/ transactions and resulting unrealised profits in full. Minority interest's share of profits or losses is adjusted against income to arrive at the net income attributable to the Company's shareholders.				
3. Effective year ended March 31 2009, the company has early adopted Accounting Standard (AS) 30 "Financial instruments: Recognition and Measurement", pursuant to announcement made by the Institute of Chartered Accountants of India (ICAI).				
4. Standalone Information (Audited)				
	Quarter ended June 30,	Quarter ended March 31,	Quarter ended June 30,	Year ended 31 March
	2014	2014	2013	2014
Total income from operations	2,212.28	2,188.93	2,248.40	9,173.28
Net profit before taxation	383.30	373.13	216.72	1,344.70
Net profit after taxation	383.30	373.13	216.72	1,344.70
5. During the quarter ended June 30, 2014, 1,686,562 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.				
6. During the quarter ended June 30, 2014, 3 complaints were received from investors which were resolved. There was no complaint pending at the beginning and at the end of the quarter.				
7. The Company is in the process of evaluating the useful lives of fixed assets in light of the useful life prescribed in Schedule II to the Companies Act, 2013. Management believes that any change in the useful life will not have material impact on the results for the quarter.				
8. Figures for the prior periods have been regrouped and / or reclassified wherever considered necessary.				



Segment Reporting				
Particulars	Quarter ended June 30,	Quarter ended March 31,	Quarter ended June 30,	Year ended 31 March
	2014	2014	2013	2014
	(Audited)	(Audited)	(Audited)	(Audited)
<b>Segment Revenue</b>				
a) UK	2,733.69	2,868.12	2,493.19	11,135.07
b) USA and Canada	3,620.13	3,884.13	3,313.77	14,583.73
c) India	614.41	632.55	758.37	2,784.20
d) Rest of the World	651.11	678.63	668.96	2,767.23
<b>Total</b>	<b>7,619.34</b>	<b>8,063.43</b>	<b>7,234.29</b>	<b>31,270.23</b>
Less: Inter Segment Revenue	-	-	-	-
<b>Net Segment Revenue</b>	<b>7,619.34</b>	<b>8,063.43</b>	<b>7,234.29</b>	<b>31,270.23</b>
<b>Segment results before tax and finance costs</b>				
a) UK	425.64	580.65	281.05	1,905.51
b) USA and Canada	541.02	469.38	492.05	1,804.27
c) India	59.23	80.97	85.07	369.13
d) Rest of the World	64.10	16.02	140.36	266.36
<b>Total</b>	<b>1,089.99</b>	<b>1,147.02</b>	<b>998.53</b>	<b>4,345.27</b>
i) Finance costs	(183.73)	(197.83)	(213.42)	(851.47)
ii) Other unallocable expenditure net of unallocable Income	(345.27)	(349.10)	(355.36)	(1,461.00)
<b>Profit before tax and minority interest</b>	<b>560.99</b>	<b>600.09</b>	<b>429.75</b>	<b>2,032.80</b>
<b>Capital Employed</b>				
a) UK	1,552.76	1,475.99	1,989.15	1,475.99
b) USA and Canada	27,532.65	27,207.95	27,338.24	27,207.95
c) India	802.98	771.28	566.12	771.28
d) Rest of the World	679.92	881.29	519.02	881.29
e) Unallocated	1,901.63	1,559.41	2,151.38	1,559.41
	<b>32,469.94</b>	<b>31,895.92</b>	<b>32,563.91</b>	<b>31,895.92</b>
<b>Notes on segment information</b>				
<i>Primary segments</i>				
The Primary segment of the company is geography, identified on the basis of the location of the customer which in the opinion of management, is the predominant source of risk and rewards. The business of the Group is organized into four key geographic segments comprising United Kingdom, United States of America and Canada, India and Rest of the World.				
<i>Capital Employed</i>				
Capital employed comprises debtors including unbilled receivables and goodwill on consolidation directly attributable to the reportable segments. As the fixed assets and services are used interchangeably between the segments by the Group's businesses and liabilities contracted have not been identified to any of the reportable segments, the Group believes that it is currently not practicable to provide segment disclosures relating to these assets and liabilities and hence, has been included under unallocated.				
<div style="text-align: right;"> <b>By order of the Board</b>  For Firstsource Solutions Limited    <b>Rajesh Subramaniam</b>  Managing Director and CEO </div> <div style="text-align: left;"> Mumbai, India  August 01 2014 </div>				



# B S R & Co. LLP

Chartered Accountants

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## Independent Auditors' Report

### To the Board of Directors of Firstsource Solutions Limited

#### Report on the Consolidated Quarterly Financial Results of Firstsource Solutions Limited Pursuant to Clause 41 of the Listing Agreement

We have audited the consolidated financial results of Firstsource Solutions Limited ('the Company') and its subsidiaries for the quarter ended 30 June 2014 attached herewith, being submitted by the Company pursuant to the requirements of Clause 41 of the Listing Agreement, except for the disclosures regarding 'Public Shareholding' and 'Promoter and Promoter Group Shareholding' which have been traced from disclosures made by the Management and have not been audited by us.

#### Management's Responsibility for the Consolidated Financial Results

These consolidated quarterly financial results as well as year to date consolidated financial results have been prepared on the basis of the interim condensed consolidated financial statements and in compliance with Clause 41 of the Listing Agreement, which is the responsibility of the Company's management. These interim condensed consolidated financial statements have been prepared in accordance with the recognition and measurement principles laid down in Accounting Standard (AS) 25, Interim Financial Reporting, issued pursuant to in the Companies (Accounting Standard) Rules, 2006 which continues to apply under Section 133 of the Companies Act, 2013 and other accounting principles generally accepted in India. Additionally, the Company has early adopted Accounting Standard (AS) 30, Financial Instruments: Recognition and Measurement, read with AS-31, Financial Instruments – Presentation, along with prescribed limited revisions to other accounting standards, issued by the Institute of Chartered Accountants of India.

This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation and presentation of the consolidated financial results that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial results based on our audit of such interim condensed consolidated financial statements. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial results are free from material misstatement.

An audit includes examining, on a test basis, evidence supporting the amounts disclosed as financial results. An audit also includes assessing the accounting principles used and significant estimates made by management. We believe that our audit provides a reasonable basis for our opinion.



## Independent Auditors' Report (*Continued*)

### Firstsource Solutions Limited

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the interim condensed consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the interim condensed consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Company's preparation and fair presentation of the interim condensed consolidated financial statements in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of the accounting estimates made by management, as well as evaluating the overall presentation of the interim condensed consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Opinion

In our opinion and to the best of our information and according to the explanations given to us, the consolidated quarterly financial results as well as the year to date consolidated financial results:

- i. include the consolidated quarterly financial results as well as year to date consolidated financial result of the following entities:
  - a. Firstsource Solutions Limited
  - b. Firstsource Group USA, Inc.
  - c. Firstsource Solutions UK Limited
  - d. Firstsource Solutions S.A.
  - e. Firstsource Advantage LLC
  - f. Firstsource Business Process Services, LLC
  - g. MedAssist Holding, Inc
  - h. Firstsource Solutions USA LLC
  - i. Firstsource Transaction Services LLC
  - j. Firstsource Dialog Solutions (Private) Limited
  - k. Anunta Tech Infrastructure Services Limited
  - l. Firstsource BPO Ireland Limited
- ii. are presented in accordance with the requirements of Clause 41 of the Listing Agreement in this regard; and
- iii. give a true and fair view of the consolidated net profit and other financial information for the quarter ended 30 June 2014.

## **Independent Auditors' Report (*Continued*)**

### **Firstsource Solutions Limited**

#### **Emphasis of Matter**

Without qualifying our opinion, we draw attention to Note 3 to the consolidated financial results that describes the early adoption by the Company of AS 30, Financial Instruments: Recognition and Measurement, read with AS 31, Financial Instruments – Presentation along with prescribed limited revisions to other Accounting Standards, issued by the Institute of Chartered Accountants of India, as in management's opinion, it more appropriately reflects the nature/ substance of the related transactions. AS 30, along with limited revisions to the other accounting standards, has not currently been notified by the National Advisory Committee on Accounting Standards (NACAS) pursuant to the Companies (Accounting Standards) Rules, 2006 which continues to apply under Section 133 of the Companies Act, 2013. Consequent to early adoption of AS 30 and the related limited revisions, consolidated profit after taxation for the quarter ended 30 June 2014 is higher by Rs 44 million.

#### **Report on Other Legal and Regulatory Requirements**

Further, we also report that we have, on the basis of books of account and other records and information and explanations given to us by the management, verified the number of shares as well as percentage of shareholdings in respect of aggregate amount of public shareholdings, as furnished by the Company in terms of Clause 35 of the Listing agreement and found the same to be correct.

For **B S R & Co. LLP**

*Chartered Accountants*

Firm's Registration No: 101248W/W-100022



**Bhavesh Dhupelia**

*Partner*

Membership No: 042070

Mumbai

1 August 2014

# Firstsource Solutions Limited

AUDITED FINANCIAL RESULTS FOR THE QUARTER ENDED JUNE 30, 2014

(Rs. in millions, except per share data)

Particulars	Quarter ended June 30,	Quarter ended March 31,	Quarter ended June 30,	Year ended March 31,
	2014	2014	2013	2014
	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income from operations</b>				
Income from operations	2,283.00	2,311.46	2,304.82	9,541.72
Other operating income, net	(70.72)	(122.53)	(56.42)	(368.44)
<b>Total income from operations</b>	<b>2,212.28</b>	<b>2,188.93</b>	<b>2,248.40</b>	<b>9,173.28</b>
<b>Expenses</b>				
Employee benefits expense	1,068.03	1,036.61	1,181.88	4,607.91
Depreciation and amortisation expense	118.28	121.45	129.36	527.19
Other expenses	660.04	672.64	678.46	2,668.42
<b>Total expenses</b>	<b>1,846.35</b>	<b>1,830.70</b>	<b>1,989.70</b>	<b>7,803.52</b>
<b>Profit from operations before other income and finance costs</b>	<b>365.93</b>	<b>358.23</b>	<b>258.70</b>	<b>1,369.76</b>
Other income	67.55	64.92	(10.46)	152.13
<b>Profit from ordinary activities before finance costs</b>	<b>433.48</b>	<b>423.15</b>	<b>248.24</b>	<b>1,521.89</b>
Finance costs	50.18	50.02	31.52	177.19
<b>Profit from ordinary activities before tax</b>	<b>383.30</b>	<b>373.13</b>	<b>216.72</b>	<b>1,344.70</b>
Tax expense	-	-	-	-
<b>Net profit from ordinary activities after tax</b>	<b>383.30</b>	<b>373.13</b>	<b>216.72</b>	<b>1,344.70</b>
Paid-up Equity Share Capital (Face Value of Share Rs. 10)	6,614.21	6,597.35	6,581.74	6,597.35
Reserves excluding Revaluation Reserve		-		7,204.60
Earning Per Share (Rs.) (not annualised)				
-Basic	0.58	0.57	0.33	2.04
-Diluted	0.55	0.54	0.32	1.96
<b>Particulars of shareholding</b>				
Public shareholding				
- Number of shares of Rs. 10	287,444,765	285,758,203	284,197,078	285,758,203
- Percentage of shareholding	43.46%	43.31%	43.18%	43.31%
Promoters' and promoter group shareholding				
a) Pledged/ Encumbered				
- Number of shares	-	-	-	-
- Percentage of shares (as a % of the total shareholding of promoter and promoter group)	-	-	-	-
- Percentage of shares (as a % of the total share capital of the company)	-	-	-	-
b) Non-encumbered				
- Number of shares	373,976,673	373,976,673	373,976,673	373,976,673
- Percentage of shares (as a % of the total shareholding of promoter and promoter group)	100.00%	100%	100%	100%
- Percentage of shares (as a % of the total share capital of the company)	56.54%	56.69%	56.82%	56.69%

## Notes to financials results :

- The above results were reviewed by the Audit Committee on July 31, 2014 and adopted by the Board of Directors at their meeting held on August 01, 2014.
- Effective year ended March 31, 2009, the Company has early adopted Accounting Standard (AS) 30 "Financial instruments: Recognition and Measurement", pursuant to announcement made by the Institute of Chartered Accountants of India (ICAI).
- During the quarter ended June 30, 2014, 1,686,562 Equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- During the quarter ended June 30, 2014, 3 complaints were received from investors which were resolved. There was no complaint pending at the beginning and at the end of the quarter.
- The Company is in the process of evaluating the useful lives of fixed assets in light of the useful life prescribed in Schedule II to the Companies Act, 2013. Management believes that any change in the useful life will not have material impact on the results for the quarter.
- Figures for the prior periods have been regrouped and / or reclassified wherever considered necessary.

Mumbai, India  
August 01, 2014

By order of the Board  
For Firstsource Solutions Limited

Rajesh Subramaniam  
Managing Director and CEO



# B S R & Co. LLP

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## Independent Auditors' Report

### To the Board of Directors of Firstsource Solutions Limited

#### Report on the Quarterly Financial Results of Firstsource Solutions Limited Pursuant to Clause 41 of the Listing Agreement

We have audited the quarterly financial results of Firstsource Solutions Limited ('the Company') for the quarter ended 30 June 2014, attached herewith, being submitted by the Company pursuant to the requirements of Clause 41 of the Listing Agreement, except for the disclosures regarding 'Public Shareholding' and 'Promoter and Promoter Group Shareholding' which have been traced from disclosures made by the Management and have not been audited by us.

#### Management's Responsibility for the Financial Results

These quarterly financial results as well as the year to date financial results have been prepared on the basis of the interim condensed financial statements and in compliance with Clause 41 of the Listing Agreement, which is the responsibility of the Company's management. These interim condensed financial statements have been prepared in accordance with the recognition and measurement principles laid down in Accounting Standard (AS) 25, Interim Financial Reporting, issued pursuant to in the Companies (Accounting Standard) Rules, 2006 which continues to apply under Section 133 of the Companies Act 2013 and other accounting principles generally accepted in India. Additionally, the Company has early adopted Accounting Standard (AS) 30, Financial Instruments: Recognition and Measurement, read with AS-31, Financial Instruments – Presentation, along with prescribed limited revisions to other accounting standards, issued by the Institute of Chartered Accountants of India.

This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation and presentation of the financial results that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on these financial results based on our audit of such interim condensed financial statements. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial results are free from material misstatement.

An audit includes examining, on a test basis, evidence supporting the amounts disclosed as financial results. An audit also includes assessing the accounting principles used and significant estimates made by management. We believe that our audit provides a reasonable basis for our opinion.



## **Independent Auditors' Report (*Continued*)**

### **Firstsource Solutions Limited**

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the interim condensed financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the interim condensed financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Company's preparation and fair presentation of the interim condensed financial statements in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of the accounting estimates made by management, as well as evaluating the overall presentation of the interim condensed financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### **Opinion**

In our opinion and to the best of our information and according to the explanations given to us, the quarterly financial results as well as the year to date financial results:

- i. are presented in accordance with the requirements of Clause 41 of the Listing Agreement in this regard; and
- ii. give a true and fair view of the net profit and other financial information for the quarter ended 30 June 2014.

#### **Emphasis of Matter**

Without qualifying our opinion, we draw attention to Note 2 to the financial results that describes the early adoption by the Company of AS 30, Financial Instruments: Recognition and Measurement, read with AS 31, Financial Instruments – Presentation, along with prescribed limited revisions to other Accounting Standards, issued by the Institute of Chartered Accountants of India, as in management's opinion, it more appropriately reflects the nature/ substance of the related transactions. AS 30, along with limited revisions to the other accounting standards, has not currently been notified by the National Advisory Committee on Accounting Standards (NACAS) pursuant to the Companies (Accounting Standards) Rules, 2006 which continue to apply under Section 133 of the Companies Act, 2013. Consequent to early adoption of AS 30 and the related limited revisions, profit after taxation for the quarter ended 30 June 2014 is higher by Rs 15 million.





**Independent Auditors' Report (*Continued*)**

**Firstsource Solutions Limited**

**Report on Other Legal and Regulatory Requirements**

Further, we also report that we have, on the basis of books of account and other records and information and explanations given to us by the management, verified the number of shares as well as percentage of shareholdings in respect of aggregate amount of public shareholdings, as furnished by the Company in terms of Clause 35 of the Listing agreement and found the same to be correct.

**For B S R & Co. LLP**

*Chartered Accountants*

Firm's Registration No: 101248W/W-100022

*B. H. Dhupelia*

**Bhavesh Dhupelia**

*Partner*

Membership No: 042070

Mumbai  
1 August 2014

**Firstsource reports First Quarter Fiscal 2015 Revenues of ₹7,556million**

**Y-o-Y growth of 5.1%**

**Operating EBIT of ₹755million**

**Up Y-o-Y by 21.0%**

**PAT (profit after tax) of ₹532million**

**Higher Y-o-Y by 29.7%**

**Both EBIT and PAT margins expanded by 1.3% on Y-o-Y basis**

**On a Q-o-Q basis the Revenue is down by 5.1% and PAT is down by 9.5%.**

**Mumbai, August 01, 2014:** Firstsource Solutions Limited (NSE:FSL, BSE:532809), a global provider of customized Business Process Management (BPM) services company today reported its consolidated financial results for the quarter ended June 2014 according to Indian GAAP.

**Highlights for the Quarter ended June 30, 2014:**

- Revenues of ₹7,556million is up by 5.1% Y-o-Y compared to ₹7,191million for the quarter ended June 2013 and down by 5.1% Q-o-Q compared to ₹7,962 million for the quarter ended March 2014.
- Operating EBIT (earnings before interest and tax) of ₹755million is up by 21.0% Y-o-Y compared to ₹624million for the quarter ended June 2013 and down by 6.6% Q-o-Q compared to ₹808million for the quarter ended March 2014.
- PAT (profit after tax) of ₹532million is up by 29.7% Y-o-Y compared to ₹410million for the quarter ended June 2013 and down by 9.5% Q-o-Q compared to ₹588million for the quarter ended March 2014.
- Cash position is at ₹2,100million.
- Employee strength is 27,147 as of June 30, 2014. Reduction of 519 employees in the quarter.
- Q1annualized attrition (post 180 days) :
  - Offshore (India and Philippines) – 56.6% compared to 54.8% in Q4FY2014
  - Onshore (US and Europe) – 46.4% compared to 38.6% in Q4FY2014

- Domestic (India and Sri Lanka) – 102.5% compared to 85.6% in Q4FY2014

### **Business Highlights for Q1 FY 2014-15:**

- Signed new deals worth \$36 million ACV (annual contract value) across the business verticals with existing and new customers, which includes a significant contract expansion with a leading US telecommunications company.
- Firstsource Group USA, wholly owned subsidiary of Firstsource Solutions successfully made the fifth quarterly principal repayment of \$11.3 million on its outstanding debt on June 30, 2014.

### **Awards & Accolades**

- Awarded the ‘Outsourcing Partnership of the Year’ in the **European Call Centre and Customer Service Awards 2014** (ECCCSA) for our longstanding relationship with giffgaff
- Won the **“Outsourcing Excellence Award 2014”** for the “Best Business Process” category in partnership with BSKyB, one of our flagship clients
- Received the **“Innovator of the Year”** for Excellence in Voice of Customer Analytics by Verint Technologies. This award is in recognition for the First Customer Intelligence (FCI) solution.

### **Industry Rankings & Recognitions**

- Firstsource has been **ranked #12 by The International Association of Outsourcing Professionals (IAOP)** in the 2014 Global Outsourcing 100® rankings

Commenting on the performance, **Sanjiv Goenka, Chairman, RP-Sanjiv Goenka Group and Firstsource Solutions** said, *“It has been a good quarter for the company with new business wins and year on year profit expansion of 30%. We are encouraged by a good build up of our business pipeline and are well positioned in number of client situations. We continue to focus on creating value added services in the customer management and healthcare business to enhance customer journeys and deliver growth to our clients.”*



## About Firstsource:

Firstsource (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN) is a leading global provider of customized Business Process Management (BPM) services to the Healthcare, Telecom & Media and Banking & Financial Services industries. The company's clients include Fortune 500, FTSE 100 & Nifty 50 companies. Firstsource has a "rightshore" delivery model with operations in India, Ireland, Philippines, Sri Lanka, UK and U.S. ([www.firstsource.com](http://www.firstsource.com)) (<http://www.firstsource.com/blog/>)

## For More Information Please Contact:

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